

## **SUPPORT SPECIALIST**

### **DISTINGUISHING FEATURES**

The fundamental reason the Support Specialist exists is to perform a variety of routine, entry level typing and clerical tasks of limited complexity that follows well-established procedures for one or more City programs. This classification is not supervisory. Work is performed under close supervision and typically reports to a department supervisor. The Support Specialist is distinguished from the Secretary position by the latter performing more average to difficult clerical assignments.

### **ESSENTIAL FUNCTIONS**

Opens, sorts, and distributes incoming mail.

Acts as a receptionist, providing a variety of information to the general public either face-to-face or over a telephone.

Answers multiple telephone lines and directs inquires to the appropriate staff member.

Prepares routine or standardized letters, memos, reports and correspondence.

Collates materials for distribution.

Operates a keyboard to enter data or information into a personal computer (PC) to produce support materials used for publication or distribution in a timely manner.

Enters data or information into a personal computer (PC) in order to create, maintain and/or update records.

Prepares and maintains paper and computerized files. Sets up file folders; sorts and files material alphabetically, and numerically; retrieves filed materials.

Visually reviews and verifies materials for accuracy and completeness.

Operates a personal computer to prepare a variety of documents for distribution.  
Provides support to staff members and is a team player; assists staff members with job duties; and runs errands.

May dispatch personnel by telephone, radio or pager by using established system and/or software.

Reproduces documents/materials on copy equipment and shreds materials as needed.

May accept fees or money for events or programs and/or register employees for City or department sponsored events.

Orders office supplies; receives new office supplies and checks order against invoices.

Maintains regular consistent attendance and punctuality.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Knowledge of:

General office practices and procedures.

Business English, grammar, spelling, and arithmetic.

Standard office equipment operation

PC software applications necessary to perform work including Microsoft Office software, Word, Excel, and Access.

Ability to:

Coordinate visual and muscular dexterity to enter data or information into a terminal, personal computer (PC), or other keyboard device.

Type/key 35 wpm (words per minute) net on a daily routine basis.

Operate a variety of standard office equipment including a personal computer (PC), terminal, photocopy machine, fax machine, telephone, typewriter, calculator, shredding machine and 10-key requiring continuous and repetitive arm, hand and eye movement.

Bend and stoop occasionally to maintain files and filing systems.

Sit for extended periods of time; lift and carry various office supplies weighing up to twenty pounds.

Listen and communicate effectively both orally and in writing with all those encountered in the course of work.

Communicate verbally to respond to spoken requests over the phone or in person.

Perform simple arithmetic computations.

Readily learn assigned tasks.

Comprehend and make inferences from written material and/or verbal or written instructions.

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Make numerical computations including adding, subtracting, multiplication and division.

### **Education & Experience**

Requires graduation from high school or a GED and six months experience performing general clerical duties, including some typing, and word processing experience. Requires the skill and knowledge to operate a computer terminal, or personal computer (PC) to enter data. Must type 35 wpm (words per minute) net.

A valid Arizona driver's license with no major driving citations in the last 39 months is required for all driving positions.

FLSA Status: Non-exempt

HR Ordinance Status: Classified